COURSE INFORMATION

# CCTV and Video Surveillance Management

Monitor effectively. Protect evidence. Strengthen security.

## Course Overview

The **CCTV and Video Surveillance Management** course equips participants with the knowledge and practical skills needed to understand, coordinate and manage video surveillance systems in modern security environments. It examines the role of CCTV in crime prevention, incident detection and protection of people, assets and facilities.

Participants explore camera technologies, monitoring procedures, video management systems, control room operations, incident review, video evidence management, maintenance awareness and responsible surveillance practices. The programme also introduces intelligent video analytics and emerging surveillance capabilities.

## Who Should Enrol?

Retired and transitioning military, police and other security personnel; CCTV operators; control room staff; corporate and private security officers; surveillance supervisors; facility managers; and professionals responsible for monitoring or managing video surveillance systems.

**COURSE PURPOSE**

To build the professional understanding required to monitor CCTV systems, supervise surveillance operations, review incidents and manage recordings responsibly.

# Course Outline

Ten modules covering surveillance operations, evidence, privacy and emerging technology.

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| 01 | **Introduction to CCTV Management**<br>• Role of CCTV in modern security operations<br>• Main components of surveillance systems<br>• Duties of operators and supervisors |
| 02 | **Camera Types and Technologies**<br>• Analogue, digital and IP camera systems<br>• Fixed, dome, bullet and PTZ camera types<br>• Coverage, image quality and low-light monitoring |
| 03 | **CCTV Monitoring Operations**<br>• Live monitoring and observational awareness<br>• Recognising unusual activity and incidents<br>• Communication and escalation procedures |
| 04 | **Video Management and Recording**<br>• VMS, DVR and NVR fundamentals<br>• Recording, playback, storage and retrieval<br>• Access privileges and retention settings |
| 05 | **Control Room Operations**<br>• Control room workflow and equipment<br>• Shift assignments, handovers and logs<br>• Coordinating response teams and supervisors |
| 06 | **Incident Review and Investigation**<br>• Incident verification and footage review<br>• Reconstructing timelines from recordings<br>• Documenting findings for authorised investigators |
| 07 | **Video Evidence Management**<br>• Retrieval, export and preservation procedures<br>• Evidence integrity and chain of custody<br>• Secure storage and authorised disclosure |
| 08 | **Maintenance and Reliability**<br>• Routine inspection and system health checks<br>• Common camera, recording and storage faults<br>• Escalation and maintenance coordination |
| 09 | **Privacy, Law and Ethics**<br>• Data protection and lawful surveillance<br>• Confidentiality, access and retention policies<br>• Signage and professional responsibilities |
| 10 | **Intelligent Video Surveillance**<br>• Video analytics and automated alerts<br>• AI-assisted monitoring applications<br>• Integration with access control and alarms |

# Key Focus Areas

Core competencies for effective CCTV and surveillance management.

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| **CCTV Technology** | Camera types, coverage and recording technologies. |
| **Surveillance Monitoring** | Observation, event detection and incident escalation. |
| **Control Room Management** | Operator supervision, workflows and communication. |
| **Video Management Systems** | Recording, storage, playback and retrieval. |
| **Incident Review** | Footage analysis and incident documentation. |
| **Video Evidence Management** | Evidence integrity, chain of custody and disclosure. |
| **System Maintenance** | Routine checks, fault reporting and reliability. |
| **Privacy and Compliance** | Responsible monitoring and protection of records. |

## Expected Learning Outcomes

- Recognise CCTV camera types and their appropriate applications.
- Apply professional monitoring and control room procedures.
- Use video recording and management systems responsibly.
- Review incidents and document and preserve footage appropriately.
- Recognise maintenance, privacy and compliance requirements.

## Take the Next Step

Develop your surveillance management capabilities and strengthen your security career pathway. Contact **VOW Nigeria** for course duration, training format, eligibility, fees and upcoming enrolment opportunities.

**REQUEST COURSE INFORMATION | ENROL IN THE PROGRAMME**

Enquiries and enrolment should be made through VOW Nigeria’s official registration channels.